

NEW MIAMI Member Benefit

**Supra Real-Time
End of Showing Notification**

Real-Time Showing Data Benefits

Advise up to 5 people a showing has started and ended via email and text

- Know when showings begin and when they end
- Gauge level of buyer interest by the showing duration
- Contact buyer's agent while showing is still fresh
- Provide additional details on property or info on offers coming in
- Automatically notify homeowner when someone has been in their home
- Monitor activity at vacant homes
- Improve communication



Set Up Showing Notifications – All Boxes

SupraWEB: Settings → General Email

This option only displays if organization is opted in to receive end of showing notifications

Add partner or assistant email address. Can send these as text messages by entering phone # and carrier info but it is not the shorter text message version

LISTINGS REPORTS SETTINGS BILLING SUPPORT

General Email Settings

Email Address:

If this email address is not the same as the one your MLS, it may be overwritten by the email your organization has on record.

Showing Notifications (for all keyboxes)

Send me beginning and estimated end of showing notifications for all keyboxes in my inventory

Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.

Also send a copy to:(CC)

Separate multiple addresses with a semicolon

Feedback Emails

Send me an email when another agent sends feedback on any of my listings.

Also send a copy to:(CC)

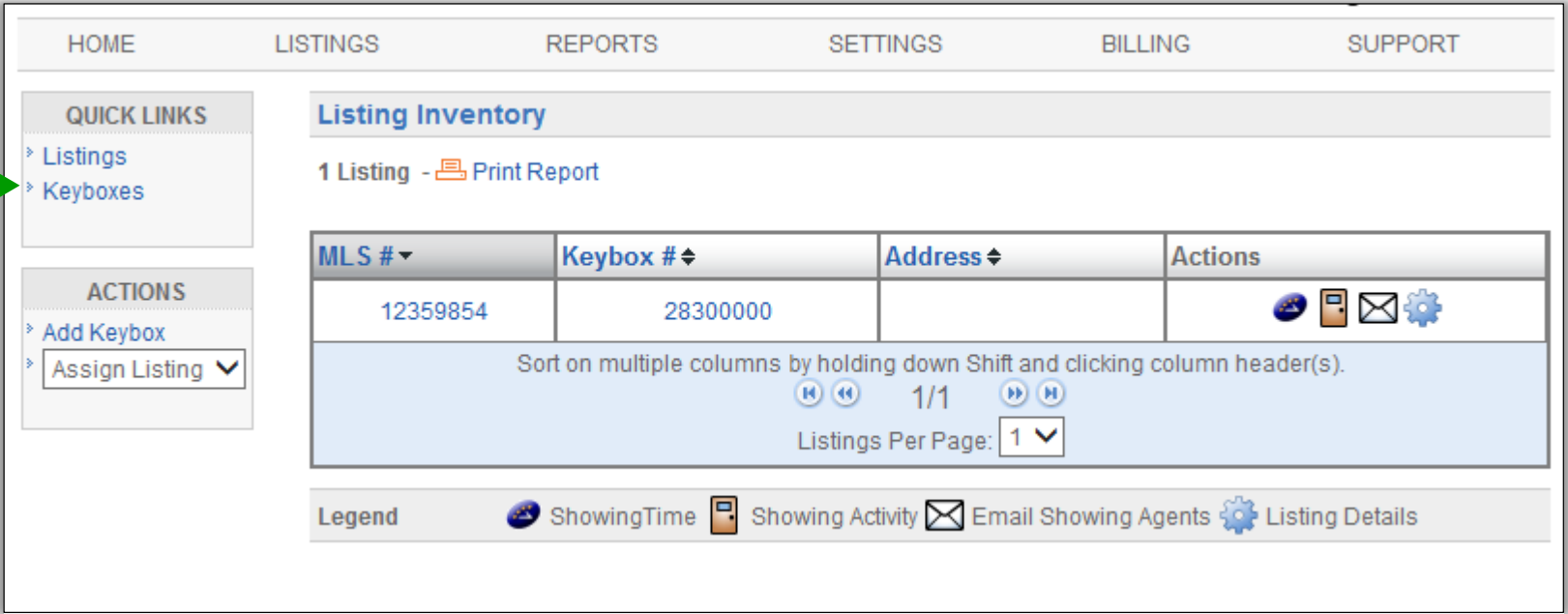
Separate multiple addresses with a semicolon

Tip : To send showing notifications on a particular listing to a recipient, click on LISTINGS at the top of the page, click on the desired listing ID and click on the recipient's information.





If an agent already receives showing notifications, they will automatically receive the new end of showing notifications when the organization opts in to end of showing

Set Up Showing Notifications – 1 Box





SupraWEB → LISTINGS → Keyboxes



The screenshot shows the SupraWEB interface with a navigation menu at the top: HOME, LISTINGS, REPORTS, SETTINGS, BILLING, and SUPPORT. On the left, there are two sidebar sections: 'QUICK LINKS' with 'Listings' and 'Keyboxes' (highlighted by a green arrow), and 'ACTIONS' with 'Add Keybox' and 'Assign Listing'. The main content area is titled 'Listing Inventory' and shows '1 Listing - Print Report'. Below this is a table with columns: MLS #, Keybox #, Address, and Actions. The table contains one row with MLS # 12359854 and Keybox # 28300000. Below the table is a pagination bar with '1/1' and 'Listings Per Page: 1'. At the bottom, there is a legend for icons: ShowingTime, Showing Activity, Email Showing Agents, and Listing Details.

MLS #	Keybox #	Address	Actions
12359854	28300000		   

Sort on multiple columns by holding down Shift and clicking column header(s).
1/1
Listings Per Page: 1

Legend  ShowingTime  Showing Activity  Email Showing Agents  Listing Details

Set Up Showing Notifications – 1 Box

SupraWEB → LISTINGS → Keyboxes → Settings icon

HOME LISTINGS REPORTS SETTINGS BILLING SUPPORT

QUICK LINKS

- › Listings
- › Keyboxes

ACTIONS

- › Add Keybox
- › Assign Listing

Keybox Management

2 Keyboxes - Print Report

Type	MLS #	Keybox #	Shackle Code	CBS Code	Actions
	12359854	28300000	1234	4822839	
		30900007	1234	0126041	

Sort on multiple columns by holding down Shift and clicking column header(s).

1/1

Keyboxes Per Page: 2

Legend

- Delete From Inventory
- Assign Listing MLS#
- Showing Activity
- Email Showing Agents
- Settings
- ShowingTime

Set Up Showing Notifications – 1 Box

SupraWEB → LISTINGS → Keyboxes → Settings Icon

Listing Flyer
Not Available

Feedback Questions
You can add 10 feedback questions to each listing. Anyone who has shown this listing will be asked these questions when providing feedback.

[Add Feedback Question](#)

Showing Notifications (for individual keybox)

Send me showing notifications for the keybox associated with MLS #12359854.

Also send a copy to:

1. 2.

3. 4.

5.

Enabling this feature provides alerts via email. To send a text message via email, address the email alert to the recipient's 10-digit wireless phone number. See examples below.
Verizon: 5551234567@vtext.com
AT&T: 5551234567@txt.att.net
Sprint: 5551234567@messaging.sprintpcs.com
For more examples mouse hover [help](#).

Important: Be sure to assign keyboxes to listings to include the property address in showing notifications.

Check box to display fields to add additional email addresses or phone numbers

Enter homeowner information to send them an email or text message when their property is shown

Tip: Remove homeowner information on this page when the listing sells

Text messages

To send a text showing notification, address the email to the recipient's 10-digit wireless phone number using the following format:

- Verizon: 5551234567@vzwpix.com
- AT&T: 5551234567@txt.att.net
- Sprint: 5551234567@messaging.sprintpcs.com
- T-Mobile: 5551234567@tmomail.net
- US Cellular: 5551234567@email.uscc.net
- Rogers: 5551234567@pcs.rogers.com

Tip: For any carrier not listed, Google the carrier name and “send email as text” to find out how to send emails as text messages.

Or there is a complete list at www.emailtextmessages.com

Note: Verizon messages will be split across two messages if @vtext.com is used rather than @vzwpix.com



Start and End of Showing Notifications



- Open keybox
- Capture GPS coordinates



1000 ft. radius
Geo-fence
established



Geo-fence
crossed

Start of showing
notification sent

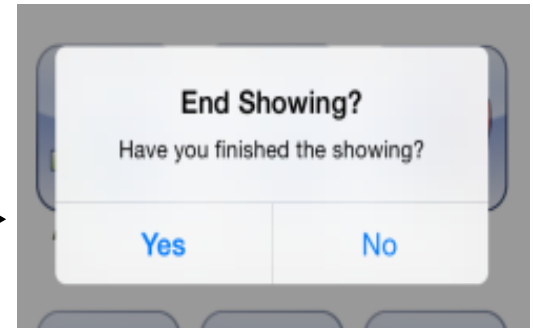
End of showing notification
sent

Best practice:
Do not replace the key container in the keybox until ready to leave the listing – opening the keybox again will generate an end of showing notification and a new start of showing notification

Start and End of Showing Notifications

End of showing is also detected when

- The keybox is opened by your key or another key
- Your key opens another keybox
- You tap “yes” when the following message appears on your phone, “End Showing?”



If the end of showing is not detected after an hour, the showing is assumed to have ended and a message is sent to the designated recipients.

Best practice:

Do not replace the key container in the keybox until ready to leave the listing – opening the keybox again will generate an end of showing notification and a new start of showing notification

Showing Notification Emails/Texts

Start of showing email

From: Supra Showings
Subject: Supra Showings – New Showing Update

The showing by **MIKE SMITH** (503-555-1111) (buyers.agent4011@gmail.com) at **1234 S Main St., Salem, OR 97302** (KeyBox # 52694055) **began 06/26/2016 10:55AM**

Start of showing text

FRM:SupraShowing@fs.utc.com
Showing by Mike Smith (503-555-1111) at 123 Main St, Salem, OR began 06/26/2016 10:31AM.

End of showing email

From: Supra Showings
Subject: Supra Showings – End of Showing Notification

The Supra system detected the showing by **MIKE SMITH** (503-555-1111; buyers.agent4011@gmail.com) at **1234 S Main St., Salem, OR 97302** (KeyBox # 52694055) **began 06/26/2016 10:55AM** and **ended 06/26/2016 11:48AM**. Estimated showing duration is 3 minutes.

This notification does not guarantee the showing agent is no longer at the listing.

End of showing text

FRM:SupraShowing@fs.utc.com
Showing by Mike Smith (503-555-1111) at 123 Main St, Salem, OR ended 06/26/2016 10:31AM.
Showing duration 3 min.



Text messages are designed to be shorter than email messages to prevent being truncated or split into 2 text messages.

SupraWEB Dashboard

Cindy Quarles [Log Out]

SupraWEB
Management Website

HOME
LISTINGS
REPORTS
SETTINGS
SUPPORT

QUICK LINKS

- › Update Code
- › Identify Keyholder
- › Authorization Code
- › Change PIN
- › Market Area
- › Add Keybox
- › Assign Listing ▼

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ONLINE ORDERING

Order Supra accessories online!
[Click Here](#)

Showings Dashboard

Welcome to SupraWEB! This dashboard view contains the showing activity for the date range specified. Change the date range to show more or less information on your Showing Dashboard.

Dashboard Date Range: 6/1/2016 to 7/19/2016 [Change](#)

Showing Count: 1 **Feedback Count:** 0 [Feedback Reminders](#)

DateTime ⚡	ML # ⚡	Address ⚡	ShowingAgent ⚡	Actions
Jun 19, 2016 9:20 AM Jun 19, 2016 10:20 AM			Ernie Sawyer ernie.sawyer@fs.utc.com (503)589-8629 Blackstone Realty (503)555-0000	
Sort on multiple columns by holding down Shift and clicking column header(s). 1/1 Showings Per Page: <input type="text" value="10"/>				

Legend

Assign Listing
MLS#

Showing
Feedback

Showing
Start

Showing
End

Showing
Timeout



SupraWEB Showing Report



Cindy Quarles [Log Out]

SupraWEB
Management Website

- HOME
- LISTINGS
- REPORTS
- SETTINGS
- SUPPORT

Email Report Print Report New Report

Showing Report for All Listings
 Showings from 6/1/2016 to 7/19/2016
 Report Generated on 7/19/2016
 1 Records

DateTime ▾	ListingID ▾	Address ▾	Showing Agent ▾	Keybox# ▾	Key# ▾	Showing Office ▾	Feedback
Jun 19, 2016 9:20 AM Jun 19, 2016 10:20 AM			Ernie Sawyer ernie.sawyer@fs.utc.com (503)589-8629 Blackstone Realty (503)555-0000	31085916	5518580	Blackstone Realty	
1/1 1 ▾							

Legend Showing Start Showing End Showing Timeout

